

MILogin Frequently Asked Questions

Providers and Advocates (without State of Michigan email address or network account)

Providers and Advocates are defined as:

Individuals who access State of Michigan applications and systems but do not have State of Michigan Network access and are not employees or contractors for the State of Michigan.

What is MILogin?

MILogin is the State of Michigan's new Single Sign-On, or SSO. Very soon you will begin using MILogin to access some of the State of Michigan systems or applications. MILogin will improve overall functionality, security and compliance with Federal and State regulations, such as HIPAA.

When will I use MILogin?

MILogin will be rolled out in phases. MDHHS DCH Legacy systems and applications that are currently on Single Sign-On will be accessed through MILogin by October, 2016. For a listing of the systems and applications currently on MILogin please visit <http://tinyurl.com/MDHHS-MILogin>

If I currently use SSO and am a Provider or Advocate, do I need to set up a MILogin account?

Current Providers or Advocates who access Single Sign-on (SSO), **will not** need to create a MILogin account. You will use the same login username and password that you currently use to access SSO. MILogin will eventually provide access to all applications needed to conduct business with the State.

If I am a NEW Provider or Advocate, and do not use SSO do I need to set up a MILogin account?

Yes, to access applications that are available on MILogin all new Providers and Advocates that do not have a Single Sign-on (SSO) account must **create** a MILogin account and request application access.

How do I access MILogin?

Providers or Advocates will always use this link <https://milogintp.michigan.gov> to access systems or applications through MILogin.

What is Multi-Factor Authentication (MFA)?

Some applications contain Protected Health Information (PHI) and other sensitive data. An additional level of security, called Multi-Factor Authentication (MFA) is required for these applications. When logging into an application you may be directed to select a preferred way to complete multi-factor authentication. The three *standard* MFA tools for MILogin are:

- **Text message** – sends a 7 digit passcode on your mobile device which you use to complete the MFA
- **Duo App Token** – generates a 6 digit passcode from the Duo App on your smartphone. After downloading the free app and registering your smart phone, click the key icon to generate the code you use to complete the MFA
- **Phone call back** – initiates a phone call from MILogin; You will get a call on the phone number in your user profile, when you answer and press any key on the phone, you will be logged in

Non Standard

- **Email passcode** – sends a one-time password to the email address indicated on your user profile. Some applications may have this non-standard MFA tool when determined to be appropriate and approved – not available for Employees and Contractors

It is crucial to check your MILogin User Profile as soon as you have access to MILogin and provide the correct contact information (Phone, Mobile Phone & Email) to use all options and complete the Multi-factor Authentication for MILogin.

Will I still use the current SSO while MILogin is being rolled out?

Yes, many systems and applications will remain on the SSO during the rollout process. During the transition to MILogin, some individuals will *temporarily* need to log in to both the current SSO and MILogin depending on the system or application that is used.

If I'm a Provider or Advocate can I just use my current SSO Password to sign on to MILogin?

Yes, Providers and Advocates can use their SSO Username and Password to sign on to MILogin. To make it simpler to remember, you may want to keep your SSO and MILogin password the same.

Where can I go for help?

You can visit the MDHHS MILogin webpage at <http://tinyurl.com/MDHHS-MILogin> for FAQ's, user guides and videos. If you need help logging in or accessing your applications please call the Client Service Center at 517-241-9700 or 1-800-968-2644 for immediate help.